# **SX-595**



# **End User Guide**Hospitality

# **SX595**

# **Feature Guide**

- √ 199 Departments
- ✓ 20000 PLUs
- √ 58mm Thermal Receipt & Journal Printers
- √ 40 clerk interrupt holds with auto store after pre set time limit
- ✓ PC link for easy programming and advanced sales reporting.
- ✓ Low Level Stock Warning example for Steaks
- ✓ Tables and Covers
- ✓ Table Transfer
- ✓ Menu Windows allowing more keyboard space
- ✓ Menu Window Easy Price & Name Change
- ✓ Modifiers allowing Half Pint and Double quantities
- ✓ Scroll through large orders
- ✓ Programmable Keyboard Layout
- ✓ Drawer Alarm with programmable timer
- ✓ Easy Price and Name Change
- ✓ Compulsory Cash Declaration
- ✓ Advanced Training Mode
- ✓ Management Control

Please Note: By amending program details using this user guide you automatically accept full responsibility for any changes you make to your system as a result of using the information contained in the guide. Please ensure that any changes made to your system are carried out by a suitably qualified person who understands the implications of those changes. It is always preferable that you talk to the reseller who supplied you as your terminal may have been configured specially for your needs. Changes made by you may conflict with settings originally made by your supplier. Specifications are subject to change without notice and whilst all efforts have been made to ensure the validity of these documents, we accept no responsibility for any omissions or errors contained in them.

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# **GETTING STARTED**

# **The Main Power Switch**



The main power switch is located on the right-hand side of the SX-595. The switch must be in the ON position before the ECR is operational.

# **GETTING STARTED**

# **The Display**



The customer display screen can be lifted and rotated for the best viewing angle.

By programmable option, the control lock position can be temporarily displayed and a warning tone sounded each time the key position is changed.

# **GETTING STARTED**

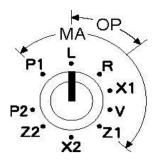
#### **The Cash Drawer**



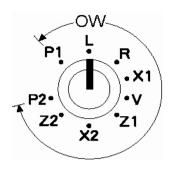
A delay can be set so that if the drawer is left open for more than a designated number of seconds, an alarm will sound.

It is possible to program the ECR so that it cannot be used for transactions when the drawer is open.

Whenever the ECR is not in use (i.e. at night), the control lock should be turned to the 'L' position and the cash drawer emptied & left open to avoid damage in the event of a break in.



# **CONTROL LOCK**



The control lock allows you to change between the various functions on the till. The till is equipped with nine positions. To change the position use the owner's key (marked with [OW]), manager's key (marked with [MA]) and the operator's key (marked with [OP])

OP: Key for Operator; can access "L" and "R" positions

MA: Key for Manager; can access "P1", "L", "R", " X1", "V" and "Z1" positions.

OW: Key for Owner; can access all key positions

The following table shows the modes the cash register is equipped with.

Mode	Functions
P1 - Program 1	Used to program "Date", Department, PLU, Tax
mode	etc.
L - Lock mode	Used to lock the cash register. This position disables all operations.
R - Register mode	Used to process sales transaction
Read mode X1	Used to read and print the Sales Reports.
(T)	Used for training the operator.
V - Void mode	Used to void the registration.
Z1 - Reset mode	Used to reset and print the Sales Reports
X2 - Periodical read	Used to print periodicals information report.
mode	
Z2 - Periodical reset	Used to read and reset the periodical sales
mode	information.
P2 - Program 2	Used to program "SYSTEM FLAG", "KEY
mode	LAYOUT", "TRANSACTION NAME" etc. System mode is accessible from the P2 mode.

# **PAPER ROLLS**

# **Installing the Paper Rolls into your SX-595**

 Your cash register comes fitted with 2 thermal printers which use 58mm paper rolls.



# **Receipt Roll**

- 1. Lift up the printer cover from the back
- 2. Press the Receipt Release Button located under the protective flap above the keyboard
- 3. Remove the old till roll & drop the new till roll into the holder with the paper feeding from underneath
- 4. Push the set plate down securing the paper in place
- 5. To feed the paper press the RF button on the keyboard

#### **Journal Roll**

- Press the Journal Release Button located under the protective flap above the keyboard
- 2. After removing the previous Journal drop the new till roll into the holder with the paper feeding from underneath
- 3. Feed enough paper in order to connect to the printer spool
- 4. Insert the end of the roll into the slit and wind the paper around the spool a couple of times
- 5. Push the set plate down securing the paper in place
- 6. Place the audit spool back into the cradle
- 7. To tighten the slack on the paper press the JF Key on the keyboard
- 8. Replace the printer cover

#### **Note**

- As thermal paper is used you can only print on one side. If you install it the
  wrong way round (the heat sensitive side away from the print head) it will not
  print.
- Once the till is installed whenever the paper rolls require changing, please press the Release Key to enable the till.

RLS

# **PROGRAMMING LAYOUT**

This is the default programming layout which is always activated when the key is turned to the 'P' position.

					ı		
		ESCAPE	PRINT	쮸			
			DESIGN	≒			
CLEAR							
0	1	4	7				
0	2	5	8				
-	သ	6	9				
				ARROW BK Space			
				RIGHT ARROW			
				UP ARROW			
ENTER				DOWN			
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6010							

# **DATE & TIME SETTINGS**

Insert the manager program key (MA) in the control lock and turn to the P1 program position

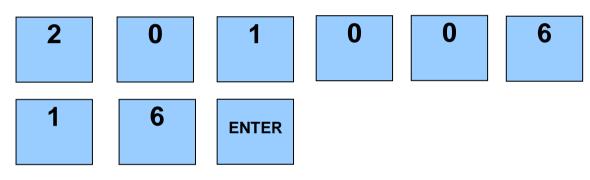
Press the down arrow once to date and press enter





To set the date, enter as year-month-day format.

Example: For 16<sup>th</sup> June 2010 DATE: 20100616 Enter Key



To set the current time, use 24 hour format.

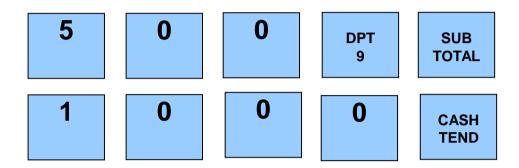
Example: To set 10:15 AM

TIME: 1015 Enter Key

1 0 1 5 ENTER

# **BASIC SALE**

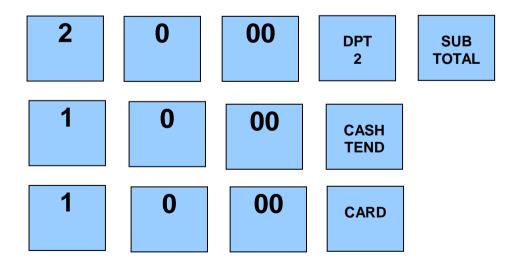
To complete a basic sale enter the desired amount and press the relevant Department/PLU Key, then use the Sub-Total Key to display the amount of the transaction. You can then enter the amount of money tendered & the relevant tender type to complete the sale. The example below shows an amount of £5.00 being entered into Department 9, Sub-Totaled & Cash of £10.00 being paid.



The till will then issue a receipt and indicate the change due. In this case it would be £5.00

#### **SPLIT PAYMENT**

Split payment can be used if required. Once you have entered your sale and sub totaled then enter the cash amount that is being tendered first and complete the sale with the card amount tendered. The below example



# **MULTIPLE SALE**



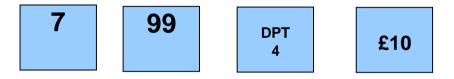
Enter the Quantity, press the multiply button, enter the amount followed by the relevant Department/PLU button. The example below shows 2 items of £2 being sold into Department 7.



#### **QUICK TENDER KEYS**

£10

You can use the quick tender keys to complete a sale instead of just pressing cash or manually entering your amount. These buttons are marked £50, £20, £10 & £5. The below example shows a sale of £7.99 in Department 4 and tendered using the £10 quick tender button.



# **RECEIPT ON/OFF**

2nd RECEIPT

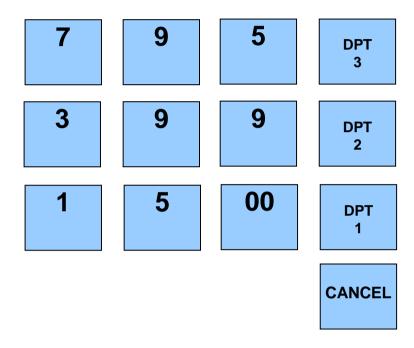
It is possible to switch the receipt print off and on by pressing the Receipt On/Off button. If you require a receipt after the sale has completed. Press the 2<sup>nd</sup> Receipt button. When the receipt is off an LED indicator will be on the Display.



## CANCEL



To cancel a transaction whilst in process press the Cancel Key at any point during the Sale. The below example details a sale being canceled after three entries:



# **RETURN**

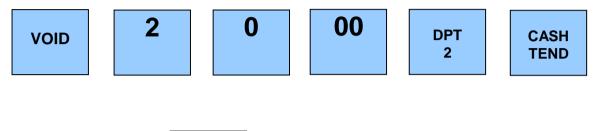
RET

You can return an item sold outside of the original transaction by pressing the Return key, entering the amount, selecting the relevant Department/PLU and using the Tender key. The example below shows a Return of a sale of £5.99 into Department 3.

RET 9 9 DPT 3 CASH TEND



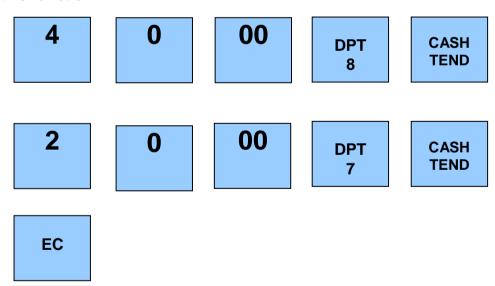
You can void an item outside of the original sale by turning the key to the 'V' Position, pressing the Void Key and entering the transaction as was sold. The below example shows a Void on a transaction of £20.00 into Department 2.





You can void the last item entered during a transaction by pressing the Error Correct Key.

The below example shows two items being entered and the last item voided using this function.



This will then void the last item (£20.00 into Department 7)

# NO SALE #/NS

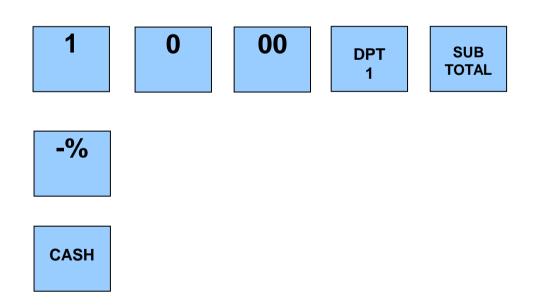
The No Sale Key can be used to open the draw outside of a transaction. Simply press the button and the draw will open and a ticket prints for confirmation that a No Sale has been actioned.



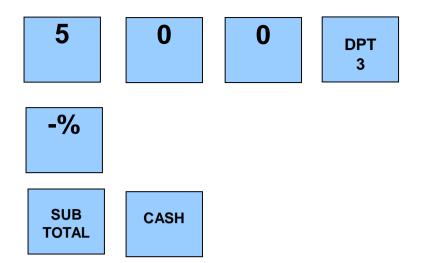
You can discount an amount (monetary or percentage) from individual items or off the total sale value.

NOTE: by default on our programs these are preset at 10%

The below example shows a £10 sale being discounted 10% by the preset -% button

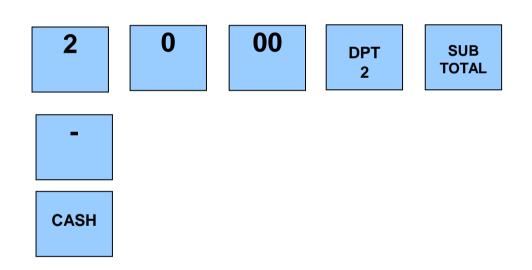


The below example shows an item of £5 being discounted 10% by pressing the -% button

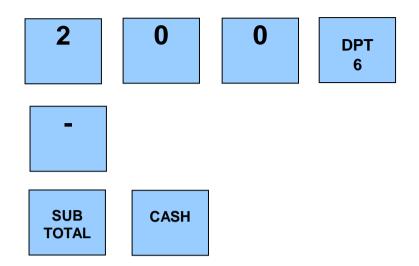


**NOTE:** If the -% button does not have a preset discount then simply enter your required amount (10 = 10%) before pressing the -% button.

The below example shows a transaction of £20 being discounted £1 by pressing the - button



The below example shows a transaction of £2 being discounted £1 by pressing the - button



**NOTE:** If the - button does not have a preset discount then simply enter your required amount (100 = £1) before pressing the – button.

**NOTE:** A charge can also be added to items/transactions. This operates in the same manner as the procedures above only with the +% button.



# **EASY PRICE/NAME CHANGE**



This button is used to change the prices of PLUs that are located on the keyboard.

Turn the key to V position on the control lock

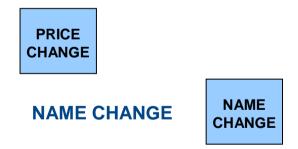
Press PRICE CHANGE.



• Enter the new price and press the item button. The new price has now been set.



- Repeat the above until all desired products have been completed
- Press PRICE CHANGE again to finish entering price changes.

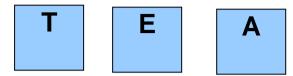


This button is used to change the names of PLUs that are located on the keyboard. Turn the key to 'V' position on the control lock

Press NAME CHANGE.



• Enter the new using the alpha text buttons.



• Press the 00 button



• Press the desired product



- Repeat the above until all items have been changed
- Press NAME CHANGE again to finish making name changes. A list of changed items will be printed on the receipt roll.



# **PRICE CHANGE (Major Levels)**

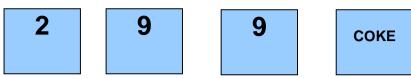
- Turn the key to the 'V' position on the control lock
- Press PRICE CHANGE



Press the Major Level key



 Enter the new price and press the item button. The new price has now been set



 Repeat the above until all products have been changed. Press Price Change again to finalise all the changes



# **PRICE CHANGE (Modifiers)**

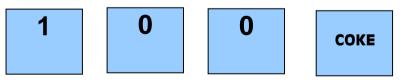
- Turn the key to the 'V' position on the control lock
- Press PRICE CHANGE



Press the Modifier key i.e. Half



 Enter the new price and press the item button. The new price has now been set



 Repeat until all products have been changed. Press Price Change again to finalise all the changes



# **PRICE CHANGE (Modifiers on Major Levels)**

- Turn the key to the 'V' position on the control lock
- Press PRICE CHANGE



Press the desired Major Level key



• Press the desired Modifier key i.e. Half



 Enter the new price and press the item button. The new price has now been set



 Repeat the above until all products have been changed. Press Price Change again to finalise all the changes

COKE



# **PRICE CHANGE (Menu Windows)**

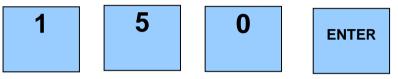
- Turn the key to the 'P1' position on the control lock
- Enter the Dept Number that is used for the Menu Window



Press Menu Price (see default keyboard layout)



 The first product that is part of the Menu Window is automatically displayed. Simply type in the new price and press Enter. Alternatively press Enter to jump to the next product in the Menu



**NOTE:** The Name Change system works in the same way for all of the above examples

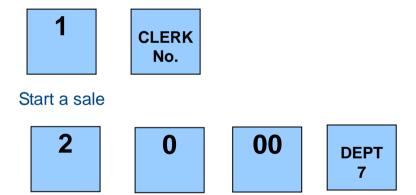
# **CLERK INTERRUPT**



The SX-595 can have a maximum of 40 Clerk interrupts. This allows users to interrupt each other in a busy environment. Sales can be stored against each clerk. When the previous clerk signs back on to the till their sale is recalled. If the arrow keys are pressed, it is possible to view the items that have been entered by the clerk.

Clerk Interrupts can print fully itemised receipts even if they have previously been stored. Balances and items can also be transferred to tables. It is also possible to set an auto store time out setting, if the SX690 is left unattended for a designated period of time. The below example shows a Clerk Interrupt transaction:

Sign On with your relevant ID followed by the Clerk button. e.g.



Next Clerk Sign's on and previous sale will automatically be stored under the previous Clerk



To retrieve the previous sale the original Clerk will need to sign back on



They can either add to the transaction or end it using the relevant form of tender.

# **TABLE**



The SX-595 has the ability to store items to a table within a hospitality environment. The below example describes signing onto the till, opening a table and entering items before storing the sale to a table.

# Sign On





Table No followed by the Table Start/Store Key





Enter your items







Press the Table Start/Store button to store the table.

TABLE START/ STORE

To recall the Table enter the Table Number followed by the Table Start/Store button





#### **CLERK & TABLE TRANSFER**

A Clerk Interrupt amount and items can be transferred to a Table. One Table can also be merged with another table. This function can be carried out using the Table Transfer button.

#### **Procedure Transfer from Clerk 1 to Table 1**

Press Clerk 1 (Previous items have been entered)





**Press Subtotal** 



Enter the Table number to transfer and press Transfer.



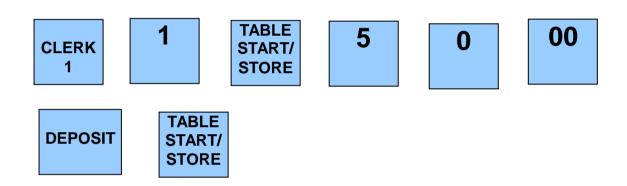


The Table will automatically close after a successful transfer.

# **DEPOSIT**



The SX-595 has a Deposit function. If a customer would like to place a deposit, this can be done by putting a negative balance onto the system. The example below shows a Clerk signing on using their ID button, opening a table, entering £50 followed by the Deposit button and Table Start/Store to store the Deposit to the table. This would result in a negative balance of £50.



# **MODIFIERS (HALF/DOUBLE)**



Modifiers are used to change the price and quantity of a product. For example Halves, Doubles and Glasses. This saves product space on the keyboard.

The example below shows a Fosters being sold as a Half Unit using the relevant Modifier button and tendered using the £5 quick tender key:

(Sign On If Required)

HALF FOSTERS SUB TOTAL £5

# **MAJOR LEVELS**



Major levels are used to shift a range of products to another range. For example, Product 1 can be shifted to Product 101. The main advantage is that a different pricing structure can be implemented, taxes applied and reporting viewed. Unlike Normal product shifts, Major Shifts can report fully on each Level.

The example below shows a Cocktail being sold as Happy Hour pricing using the relevant Major Shift button and tendered using the £5 quick tender key:

(Sign On If Required)

HAPPY HOUR

**COCKTAIL** 

SUB TOTAL

£5

# **MENU WINDOWS**

# HOT DRINKS MENU

The SX595 has a simple Menu Window system allowing the user to press one button and select a product from a multiple list of items for example a Hot Drinks menu. Menus can also be used to link one product to another for example Steaks and cooking styles.

A department key is programmed on the keyboard and up to 30 PLUs that are linked to it will automatically be linked to the Menu. These are called DEPT Menus.

The following examples demonstrate how to set up 2 types of menu systems.

#### **USEFUL KEYS FOR MENU NAVIGATION**

+1 Menu - Adds a quantity of 1 to the Item in the Menu - 1 Menu - Reduces a quantity of 1 to the item in the Menu Menu Cancel - Cancels the registration of the current Menu Menu Exit - Exits the Menu and Registers the selected items Arrow Keys - Used to Scroll through the Menu Options

To select a product you can simply press the +1 key. A number will be displayed against the product to show the quantity selected to date. The -1 key can be used to reduce this counter by 1. The product(s) will not be sold until the Exit Menu key is pressed

#### **EXAMPLE 1 – HOT DRINKS MENU**

This will demonstrate a one button Menu which will display several Coffees. The user can scroll through the menu using the arrow keys.

Press the relevant Menu Window button e.g.

HOT DRINKS MENU This will then open a window listing the relevant products within the menu. Scroll through this list using the up & down arrows:





You can select any item you wish using:



each time you press the +1 button it will sell the item you have chosen. If you want to deduct one of the items simply press:



Once you have selected all required products and wish to leave the menu, press:



#### **EXAMPLE 2 – STEAK & COOKING STYLES / SIDE ORDER MENUS**

This will demonstrate a PLU sale (Non Menu) which will link to a Cooking Style Menu and then link to a Side Orders Menu.

Press the relevant Menu Window button e.g.



This will then open a window listing the relevant cooking styles. Scroll through this

list using the up & down arrows:





When you have selected the required cooking style press the +1 to make your selection



this will move to the next list of selection for side orders, again use the up & down arrows to scroll through the list of side orders





once you have decided upon your choice, select the relevant item by pressing the +1 to make:



Once you have selected all required products, press menu exit to leave the menu



# X/Z REPORT



#### READ AND RESET THE SALES INFORMATION

The cash register is designed to maintain totals of all transaction data. Transaction data is maintained in the memory of the cash register as long as the system is plugged in and/or the battery back-up system is in effect. This data can be obtained in the "X1","X2","Z1" or "Z2" positions. The reading for the Management Reports is the same whether it is taken in the "X" or "Z" positions. The only difference is that the totals are reset to zero after a "Z" is taken.

#### X1 Position and X2 Position

There are two types of report that can be taken in the "X" position

"X1" - Commonly known as a "mid-day" reading. This prints an accumulation of transaction data and is not reset to zero unless a "Z1" report is taken. Use this position to print periodic readings of transaction data during the course of the day. The "X1" Report can be taken simply by turning the Key to the "X1" Position and pressing the



"X2" - Commonly known as a "mid-week" or "mid-month" reading. This prints an accumulation of transaction data and is not reset to zero unless a "Z2" report is taken. Use this position to print periodic reading of transaction data during the course of several days. The "X2" Report can be taken simply by turning the Key to the "X2" Position and pressing the



#### **Z1 Position and Z2 Position**

There are two types of reports that can be taken in the "Z" position

**"Z1"**- Commonly known as an "end-of-day" reading. This prints transaction data and resets all transaction totals to zero except the non-resettable ground total (NRGT). The machine will, however, still accumulate totals in memory until a "Z2" report is taken. The "Z1" Report can be taken by turning the Key to the "Z1" Position and pressing:



**"Z2"** - Commonly known as a "weekly" or "monthly" reading. This prints transaction data either on a weekly or monthly basis and resets all transaction totals to zero except the Non-resettable ground total (NRGT). The "Z2" Report can be taken simply by turning the Key to the "Z2" Position and pressing:



**NOTE:** If you do not have a pre-programmed Full Report button on your Keyboard then this report can also be taken by turning the Key to the relevant reporting position and pressing the Enter Key 3 times.



# **ERROR MESSAGES**

No.ERROR MESSAGE	DESCRIPTION
1 KEY OP ERR	Wrong key operation.
2 ENTRY OVER	The exceeded number of digits was entered.
3 ENTRY ERR	A wrong button was inputted.
4 MEMRY OVER	Sales total amount has been exceeded.
5 PLS CLERK	Required to input clerk ID.
7 ENTER AMT	Required to enter amount.
8 ENT CVRS	Required to enter the number of covers.
11 NOT PROGMD	Button has not been programmed.
12 CLS DRAWER	Till drawer open.
13 INSERT CHK	Reseat the paper.
14 NEW ROLL	New till roll to be installed
15 STOP RGSTR	Finalisation on transaction required.
16 PLS CASHIER	Required to enter cashier.
21 CHK RJ PRT	Check the receipt or journal printer.
24 NO SPT TND	Split tendering is not allowed.
25 OFF 5 SEC	Turn off the power for 5 seconds.
26 PRESS CLR	Press the Clear key.
27 PLS WAIT	Please wait.
28 MLT DEF	Double definitions.
31 PRS S TTL	Press the Subtotal key.
34 PL LFT MNY	Money in drawer has exceeded the preset amount.
37 RJ TEMP	Receipt or journal printer over heating.
38 RJ HEAD UP	Printer arms are not closed.
40 CHK ECR	Operation error. Press clear & check procedure.
41 PRESS RLS	Press the RLS key.
42 EJ ERROR	Electronic journal memory error.
43 EJ NEAR ERR	E/J memory capacity is nearly full.

44 EJ FINL ERR	E/J memory capacity is very nearly full.
45 EJ FULL	E/J memory is full.
48 BIRTHDAY	Input the customer's birthday.
49 CAN'T SELL	Age Verification.
52 CHK INVENT	Check the inventory data.
55 RJ COM ERR	Communication error of the receipt or journal printer.
56 OP ERROR	Operation error.
60 CLE->RLS- >2ND REPT TO RELEASE	Exceeded items/amount in registration. Sale needs to be tendered.
101 NO NUMBER	Number entered is incorrect.
102 CASH DECL	Cash declaration is required.
104 CA-ID REQD	Press the Clerk ID key.
105 EN CLK ID	Enter clerk ID number.
106 NO JOURNAL	No electronic journal data.
130 POWER FAIL	Report canceled by power failure.
145 LOGO WR ERR	Failed to write logo data.
152 LOGO LD ERR	Failed to load logo data.
163 DATA LD ER	Failed to load the program data.
164 WRONG DATA	Data in the file is corrupt.
165 ERASING	Internal flash memory is erasing.

# **FAQ**

Q: Till has no lights on display.

A: Ensure that till is running through a working power source and the power switch is in the correct position.

Q: Receipt and/or Journal is feeding but printing blank

A: The till uses thermal paper so will only print on one side. Ensure the paper has been installed the right way round. The shiny side should be the side the data prints on.

Q: The till has power but will not respond

A: Turn the control lock to the 'P2' position. Turn the till off for 30 seconds. When switching the till back on leave the control lock in the 'P2' position

Q: The Drawer clicks but does not open

A: Ensure that the drawer is unlocked.

down the RF button. Once the till displays 'PLEASE WAIT' release the RF

# **GLOSSARY**

The following list describes the SX-595's general terms and explanations for the functionality of the machine

#### **DEPARTMENT**

A department can be used for grouping purposes. When a product is sold, it will report under the heading of the designated department that the product is linked to e.g. Stationery. Departments can also be placed on the keyboard for manual price entry. **Key in the amount and press the relevant Department key** 

#### **PLU**

PLU stands for Price Look Up. These are the actual products that are sold on the cash registers e.g. Pen, Pencil. The PLU must be linked to a Department category to function.

#### **HALO**

HALO stands for High Amount Lock Out. This allows the user to program a limit for each PLU/DEPT. e.g. an amount of no more than 10.00 can be entered or sold for a designated product

#### PRICE OVERIDE

The Price Override feature allows the user to override the pre-set price of a product.

After pressing the price override key, enter the amount and sell the desired PLU

#### CASH, CHEQUE AND CARD

After items have been registered, a method of payment can be selected. The amount of money given by the customer can be entered and the change given will be displayed

The totals report as cash in drawer, cheque in drawer and card in drawer. These will all add up to the net total when a report is taken.

#### **CLERK ID**

Each user (Clerk) can have their own unique password for operating the Cash register. This is useful for security and for reporting purposes. The Clerk ID key can also be used to toggle the receipt on and off.

For further information on programming of this feature see page 14

#### **CLERK HOLD**

This will allow a clerk to hold their sale in the ECR while another Clerk carries out a transaction.

#### Example:

Sign on the Clerk, register some items and press the Hold key. The sale is stored in the cash register and the Display will show which clerks have outstanding sales.

There are a maximum of 40 clerk holds on the Cash register.

#### # / ST

The # key is the function for No Sale. This will open the drawer.

The ST key is the function for Sub Total. After registration of a few products, the Sub total key when pressed will display the total amount due and print on the receipt.

#### **TOTAL**

The total key is used to display the total amount due including any add on taxes.

The Total key is also used for printing a receipt after sale.

#### X-TIME

The X-Time key is used for multiplication.

## 2) (X/TIME) (1.00) (DPT 1) would register a sale of 2.00 in Dept 1.

The key is also used for displaying the current time on the display

#### FC

The FC key is used for tendering in a foreign currency for example the Euro. For further information to setting up this feature see page 27

#### RA

The RA key is the function for Received on Account. An amount that is entered into the RA key as cash will increase the cash in drawer. A popular use for this function would be to pay in a float.

#### Enter Amount - Press RA - Press Cash

#### PO

The PO key is the function for Paid Out. An amount that is entered into the PO key as cash will decrease the Cash in drawer. A popular use for this function is a Float out system.

### Example:

Enter Amount - Press PO - Press Cash

#### **CANCEL**

The Cancel key is used to cancel the whole current transaction. All items within the transaction will be voided automatically. Press Cancel at any point during the current transaction

#### EC

The Error Correct key will void the last item that was registered. Simply press the EC key to void the last item

#### **VOID**

The Void key is used for voiding any item in the current transaction.

Press Void - 1.00 - DPT 1 or Press Void - Press/Scan PLU

#### **RETURN**

The Return key is used for voiding any item that was registered in a previous transaction.

Press Return – 1.00 – DPT 1 or Press Return – Press/Scan PLU

# **DISCOUNT (- Key)**

The – key is used to discount a whole amount from a transaction total. For example a 50p Coupon.

Simply enter the amount to be discounted and press the – key. The user can pre-set the – key if required.

#### % Discounts

The -% key is used to discount a percentage from either a single item or a sub total of multiple items. The user can pre-set the -% key if required.

The +% key is used to add a percentage to either a single item or a sub total of multiple items. The user can pre-set the +% key if required.